DETAILED ACTION

Claim Rejections - 35 USC 112

Claim 217 was rejected under 35 USC 112 as there was insufficient antecedent basis for the limitation "the user defined negative decision criteria." The claim has been amended to correct this antecedent basis issue

Allowable Subject Matter

Claims 217-219 would be allowed if the 112 issue was resolved. As such, Applicant believes that claim 217, as well as the claims that depend from it are in condition for allowance.

The Examiner is encouraged to contact the undersigned with any questions or comments.

Respectfully submitted, WEST CORPORATION

Date: November 10, 2009 By: <u>/Raffi Gostanian/</u>
Raffi Gostanian
Res. No. 41, 505

Reg. No. 42,595 Tel: (972) 849-1310